

## Category Descriptions and Qualifications

Number	Title
1.	Program Manager
2.	Task Manager
3.	Systems Engineer - Senior
4.	Systems Engineer - Middle
5.	Systems Engineer - Junior
6.	Open Systems Engineer - Principal
7.	Open Systems Engineer - Senior
8.	Open Systems Engineer - Middle
9.	Open Systems Engineer - Junior
10.	Telecommunications Electronics Engineer - Senior
11.	Telecommunications Electronics Engineer - Middle
12.	Telecommunications Electronics Engineer - Junior
13.	Information Engineer - Principal
14.	Information Engineer - Senior
15.	Information Engineer - Middle
16.	Information Engineer - Junior
17.	Functional Area Analyst - Senior
18.	Functional Area Analyst - Middle
19.	Functional Area Analyst - Junior
20.	Computer Scientist/Systems Analyst - Senior
21.	Computer Scientist/Systems Analyst - Middle
22.	Computer Scientist/Systems Analyst - Junior
23.	Computer Security Systems Engineer - Senior
24.	Computer Security Systems Engineer - Middle
25.	Computer Security Systems Engineer - Junior
26.	Computer Security Systems Engineer – Technician
27.	Software Engineer - Senior
28.	Software Engineer - Middle
29.	Software Engineer - Junior
30.	System Programmer - Senior
31.	System Programmer - Middle
32.	System Programmer - Junior
33.	General Scientific Professional - Senior
34.	General Scientific Professional - Middle
35.	General Scientific Professional - Junior
36.	General Management Professional - Senior
37.	General Management Professional - Middle
38.	General Management Professional - Junior
39.	Technician
40.	Administrative Assistant - High Skill

41. Administrative Assistant - Medium Skill
42. Administrative Assistant - Low Skill
43. Database Administrator
44. Database System Operator - Senior
45. Database System Operator - Junior
46. Security Professional/Facility Security Officer
47. Operations Support Assistant
48. Operations Support Coordinator
49. Business Process Engineer - Principal
50. Business Process Engineer - Senior
51. Business Process Engineer - Middle
52. Cost Analyst
53. Electronic Meeting Technographer
54. Training Specialist - Senior
55. Training Specialist - Junior
56. Help Desk Manager
57. Help Desk Specialist
58. Installation Technician - Senior
59. Installation Technician - Junior
  
60. System Administrator
61. System Operator
62. Network Manager
63. Network Technician
64. Repair Technician - Senior
65. Repair Technician - Junior
66. Quality Assurance Manager
67. Quality Assurance Analyst

### Labor Category Descriptions

The Labor Category descriptions describe the general skills, knowledge and/or tasks that a person may be required to have or perform. When alternate qualifications are allowed for a labor category, the degree fields and experience referred to are the degree fields or subjects and experience in the general description or primary qualification for that labor category. For example, all widget operators may be required to be able to install, operate and maintain blue, black and green widgets with at least one year of specialized experience operating widgets connected to a local area network. A senior widget operator is required to have at least an associate degree in widget operation, mathematics, computer science or a related field with at least four years of experience in the field and one year of specialized experience. If the alternate qualification is a bachelor's degree with two years experience and one year of specialized experience, then the bachelor's degree must also be in widget operation, mathematics, computer science, or a related field and the two years experience must be in the area of installing, operating and maintaining blue, black and green widgets with the specialized experience being in the

operation of widgets connected to a local network

### Program Manager

Description: Serves as the contractor's Contract Manager, and shall be the contractor's authorized point of contact with the government Contracting Officer (KO) and the Contracting Officer's Representative (COR). Interfaces with government management personnel, contract managers, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work quality, communicating policies, purposes, and goals of the organization to subordinates. Shall be available to manage contract performance and shall not serve in any other capacity under this contract. Experience is required in complete engineering project development from inception to deployment. Proven expertise in the management and control of funds and resources must also be shown. The Program Manager shall also have demonstrated capability in the overall management of multi-task contracts of this type and/or complexity.

#### Qualifications:

Category 1, Program Manager: Must possess a bachelor's degree in a field applicable to this position, i.e., Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. Ten years of progressively more responsible experience is required in both information systems design and management. Alternative qualification: a master's degree may be substituted for one year of this experience.

### Task Manager

Description: Serves as the contractor's Task Manager, and shall be the contractor's authorized point of contact with the government Task Manager. Under the guidance of the Program Manager, responsible for the overall management of a specific Delivery Order, or, in the case of particularly complex Delivery Orders, responsible for management of a Delivery Order Task under the guidance of the Delivery Order Task Manager. Interfaces with government management personnel, contract managers, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work quality, communicating policies, purposes, and goals of the organization to subordinates. The Task Manager shall also have demonstrated capability in the overall management of complex tasks, and strong team building skills.

#### Qualifications:

Category 2, Task Manager: Must possess a bachelor's degree in a field applicable to this position, i.e., Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. Ten years of progressively more responsible experience is required in both information systems design and management. Alternative qualifications include (a) a master's degree may be substituted for two years of this

experience, or (b) no degree is required with fifteen years of progressively responsible experience.

### Systems Engineers

Description: Performs professional engineering assignments in support of C4I systems engineering efforts in one or more of the following disciplines: communications engineering, electronic engineering, communications security, network analysis, , interoperability analysis, system standards, military operations (ground, sea, and air), program analysis, program planning, cost analysis.

#### Qualifications:

Category 3, Systems Engineer – Senior: Must possess an advanced degree in electrical or electronic engineering, computer science, computer engineering or system engineering related area with at least eight years experience in that field. Five years of this work experience must be directly related to the above description. Alternate qualifications include (a) a Ph.D. may be substituted for two years related experience or (b) a bachelor's degree with at least 10 years experience.

Category 4, Systems Engineer – Middle: Must possess a bachelor's degree in electrical or electronic engineering, computer science, computer engineering or system engineering related area with at least 5 years experience in that field. Two years of this work experience must be directly related to the above description. Alternate qualifications include (a) a master's degree maybe substituted for one year of related experience, or(b) an associate degree with at least ten years experience directly related to the above description.

Category 5, Systems Engineer – Junior: Must possess a bachelor's degree in electrical or electronic engineering, computer science, computer engineering or system engineering related area with at least 1 year of experience in that field. Alternate qualification: an associate degree in electrical or electronic engineering with at least eight years experience of which at least four years are related.

### Open Systems Engineers

Description: Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration and acquisition of open systems for DoD information processing (IP) applications. Familiar with standards-based open systems architectures, reference models, and profiles of standards (such as the IEEE POSIX Open Systems Environment (OSE) reference model) as they apply to the implementation and specification of IP solutions on the application platform, across the application program interface (API), and to the external environment/software application. Performs professional engineering assignments in support of C4I systems engineering efforts in one or more of the following disciplines: communications engineering, communications security, network analysis, , command and control mission analysis, interoperability analysis, system standards, military operations (ground, sea, and

air), program analysis, program planning, cost analysis. Knowledgeable of COTS products and methods that can be acquired to provide interoperable, portable, and scaleable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable IP designs. Designs and maintains message format and symbology databases which provide real time updates to fielded systems. Experienced with and familiar with current research and/or standards in at least two of the following technology/standards areas: POSIX, GOSIP, GUI, Ada/4GL, CASE, object oriented technologies, DBMS, SQL, IRDS (repository), ODA/ODIF, CALS/EDI, DCE, simulation and modeling, automated systems security, software metrics/system effectiveness measures/tools, multimedia, on-line transaction processing (OLTP), and distributed computing.

#### Qualifications:

Category 6, Principal Open Systems Engineer: Must possess a Ph.D. in a scientific or information systems field and at least 10 years experience in the information systems/software engineering/system engineering field. Must be experienced with and familiar with current research and/or standards in at least three of the following technology, standards areas: POSIX, GOSIP, GUI, Ada/4GL, CASE, object oriented technologies, OPENbus, DBMS, SQL, IRDS (repository), ODA/ODIF, CALS/EDI, DCE, simulation and modeling, automated systems security, software metrics/system effectiveness measures/tools, multimedia, OLTP, distributed computing, and process/data/BCA modeling methods and tools. Alternate qualification: advanced degree in above fields and at least 12 years experience in the information systems field.

Category 7, Open Systems Engineer – Senior: Must possess an advanced degree in a scientific field or information systems/system engineering related area and at least eight years experience in the information systems/software engineering field. Must be familiar with current research and/or standards in at least two of the following technology/standards areas: POSIX, GOSIP, GUI, Ada/4GL, CASE, object oriented technologies, OPENbus, DBMS, SQL, IRDS (repository), ODA/ODIF, CALS/EDI, simulation and modeling, automated systems security, software metrics/system effectiveness measures/tools, multimedia, OLTP, distributed computing, and process/data/BCA modeling methods and tools. Alternate qualifications include (a) a bachelor's degree in a related field and at least 10 years experience in the information systems/software engineering field, or (b) a Ph.D. may be substituted for two years experience.

Category 8, Open Systems Engineer – Middle: Must possess a bachelor's degree in a scientific field or information systems/system engineering related area and at least 5 years experience in the information systems/software engineering field, with participation in an information technology standards working group desired. Must be familiar with current research and/or standards in at least two of the following technology/standards areas: POSIX, GOSIP, GUI, Ada/4GL, CASE, object oriented technologies, OPENbus, DBMS, SQL, IRDS (repository), ODA/ODIF, CALS/EDI, , simulation and modeling, automated systems security, software metrics/system effectiveness measure/tools, multimedia,

OLTP, distributed computing, and process/data/BCA modeling methods and tools. Alternate qualifications include (a) a master's degree maybe substituted for one year of related experience, or (b) a bachelor's degree with at least eight years experience directly related to the above description.

Category 9, Open Systems Engineer – Junior: Must possess a bachelor's degree in a scientific field or information systems/system engineering related area and at least one year of experience in the development or maintenance of standards-based open systems applications, and/or integrated hardware/software information systems. Alternate qualification: an associate degree with at least eight years experience of which at least four years are related.

#### Telecommunications Electronics Engineers

Description: Performs professional engineering assignments in support of telecommunications engineering efforts in one or more of the following disciplines: satellite communications, transmission systems, fiber optic communications, switched networks, network management, or control systems.

##### Qualifications:

Category 10, Telecommunications Electronics Engineer – Senior: Must possess an advanced degree in electrical, electronics, or systems engineering with at least eight years experience in that field. Five years of this work experience must be directly related to the above description. Alternate qualifications include (a) a bachelor's degree in a related field and at least 10 years experience in the information systems/software engineering field, or (b) a Ph.D. may be substituted for two years experience.

Category 11, Telecommunications Electronics Engineer – Middle: Must possess a bachelor's degree in electrical, electronics, or systems engineering with at least five years experience in that field. Two years of this work experience must be directly related to the above description. Alternate qualifications include (a) a master's degree may be substituted for one year of related experience, or (b) a Ph.D. may be substituted for two years experience.

Category 12, Telecommunications Electronics Engineer – Junior: Must possess a bachelor's degree in electrical, electronics, or systems engineering with at least one year of experience in that field. Alternate qualification: an associate degree in electrical, electronics or systems engineering with at least eight years experience of which at least four years are related.

#### Information Engineers

Description: Applies an organization-wide set of disciplines for the planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Performs en

enterprise strategic systems planning, enterprise information planning and business area analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated (Integrated Computer-Aided Software Engineering (ICASE)) tools. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Assists in establishing standards for information systems procedures. Applies reverse engineering and reengineering disciplines to develop migration strategies and planning documents. Experience is also required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation.

#### Qualifications:

Category 13, Principal Information Engineer: Must possess a Ph.D. in Information Systems, Information Technology, Computer Science or similar technical discipline and at least 10 years experience in the information systems field. Alternate qualification: advanced degree in above fields and at least 12 years experience in the information systems field.

Category 14, Information Engineer – Senior: Must possess an advanced degree in either a scientific field or an MBA and at least eight years experience in the information systems field. Alternate qualifications include (a) a Ph.D. may be substituted for two years experience, or (b) or a bachelors degree, in a related field, and at least 10 years experience in the information systems field.

Category 15, Information Engineer – Middle: Must possess a bachelor's degree in a scientific field or Business Administration and with at least five years experience in the information systems field. Alternate qualification include (a) a master's degree may be substituted for one years experience, or (b) an associates degree in a related field with minimum of eight years of experience in the information systems field.

Category 16, Information Engineer – Junior: Must possess a bachelor's degree in a scientific field or Business Administration and at least 0-5 years experience in the information systems field. Alternate qualifications include (a) an associates degree in a related field with minimum of 3 years of experience in the information systems field, or (b) no degree is required with a minimum of six years of experience in the information systems field.

#### Functional Area Analysts

Description: Applies analytical skills to support process improvement, studies and analysis projects. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties. Requires

expertise in specialty areas. Experience in or related to military medicine or general health care is highly desirable.

**Qualifications:**

Category 17, Functional Area Analyst – Senior: Must possess an advanced degree and at least eight years experience in the functional areas of Human Resources, Medical, Reserve Components, Finance, Procurement, Materiel Management, or C3I. Advanced professional military education in one of the primary functional areas above is highly desirable. Alternate qualifications include (a) a Ph.D. degree may be substituted for two years experience, or (b) a bachelors degree and at least 10 years functional experience

Category 18, Functional Area Analyst – Middle: Must possess a bachelor's degree and at least five years experience in the functional areas of Human Resources, Medical, Reserve Components, Finance, Procurement, Materiel Management, or C3I. Advanced professional military education in one of the primary functional areas above is highly desirable. Alternate qualifications include (a) an advanced degree may be substituted for one year of experience, or (b) an associate degree (or having equivalent military or other professional educational credits) with a minimum of 10 years of functional experience.

Category 19, Functional Area Analyst – Junior: Must possess: a bachelor's degree and at least 0-5 years experience in the functional areas of Human Resources, Medical, Reserve Components, Finance, Procurement, Materiel Management, or C3I. Alternate qualification: an associate degree (or having equivalent military or other professional educational credits) with a minimum of three years of functional experience.

**Computer Scientists/Systems Analysts**

Description: Performs professional assignments in the general areas of computer hardware and software such as: analysis of computer systems, protocols, computer operations, interfaces, programming and database structuring and management, evaluation of computer test plans and procedures. Translates user automation requirements into hardware, software, and communications requirements and solutions. Work may require expertise in the following areas:

1. 4GL, object oriented, client server technology (e.g., Visual Basic, C++, etc.)
2. Database technology (e.g., SQL, ODBMS, RDBMS (e.g., INFORMIX, MS ACCESS, ODBC))
3. Network Operating Systems (WFW3.11, Windows 95, Windows NT, UNIX, NOVELL, Solaris, etc.)
4. Electronic publishing tools, techniques, and environments (Folio Views, MS WOSA, etc.)



5. Internet Web technology
6. Mainframe Operating Systems (AMDAHL/IBM MVS)
7. Mainframe 3GL, 4GL Technology (COBOL/COBOL II, ADS/0)
8. Mainframe Database Technology (CA IDMS)

Qualifications:

Category 20, Computer Scientist/Systems Analyst – Senior: Must possess an advanced degree in Computer Science, Information Systems, or other directly related discipline, with at least eight years experience in the areas of expertise identified above. (a) a Ph.D. may be substituted for two years experience, or (b) a bachelors degree, in a related field, and at least 10 years experience in the information systems field.

Category 21, Computer Scientist/Systems Analyst – Middle: Must possess a bachelor's degree in Computer Science, Information Systems or other directly related discipline, with at least five years experience in the areas of expertise identified above. Alternate qualifications include (a) a master's degree maybe substituted for one year of related experience, or (b) an associate degree with at least eight years of related experience.

Category 22, Computer Scientist/Systems Analyst – Junior: Must possess a bachelor's degree in Computer Science, Information Systems, or other directly related discipline, with at least one year of experience in the areas of expertise identified above. Alternate qualifications include: (a) an associate degree with at least eight years experience of which at least four years are related or, (b) no degree with at least ten years experience directly related to the above description.

Computer Security Systems Engineers

Description: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers, organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. This professional level contains engineers, system designers, installation planners and technicians. Supervisory experience over Information System Security Engineers or equivalent staff category. Experience in Secure LAN and Secure Client/Server distributed processing environments. Experience in mainframe computer systems to include CA Top Secret and IDMS/IDD. Experience in two or more of the following disciplines: Security Requirements Analysis, Testing, Certification and Accreditation. Experience in DoD 5200.28-STD, DoD Trusted Computer System Evaluation Criteria (Orange Book), and the supplemental NSA Guidelines (The Rainbow Series). Progressively more responsible experience in Information Systems Security Engineering or related Engineering/Computer Science activities.

Qualifications:

Category 23, Computer Security Systems Engineer – Senior: Must have a Ph.D. in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other Technical/Scientific discipline and at least eight years of directly related experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

Alternate qualifications include (a) an advanced degree with at least 10 years experience, or (b) or a bachelors degree, in a related field, and at least 12 years experience in the information systems field.

Category 24, Computer Security Systems Engineer– Middle: Must have an Advanced degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other Technical/Scientific discipline and at least six years of directly related experience in designing, engineering, and implementing solutions to computer security requirements. Alternate qualifications include (a) a Ph.D. may be substituted for two years experience, or (b) or a bachelors degree, in a related field, and at least 10 years experience in the computer security field.

Category 25, Computer Security Systems Engineer – Junior: Must have a bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other Technical/Scientific discipline and at least two years of directly related experience in designing, engineering, and implementing solutions to computer security requirements. Alternate qualifications include: (a) an advanced degree. may be substituted for two years experience or (b) an associate degree with at least six years of related experience.

Category 26, Computer Security Systems Engineer – Technician: Must have an Associates degree in Engineering, Computer Science, or Information Science with at least five years in systems analysis, design, and implementation and to include at least 3 years of directly related experience in installing, maintaining, or operating MLS systems. Must be familiar with the "Orange Book" and the "Rainbow" series of standards. Must be knowledgeable of MLS products such as Verdex B-2 LAN, SunOS MLS, AT&T System V/MLS, HFSI XTS-200, CMW, Gemini, and Trusted Xenix. Alternate qualifications include (a) a bachelor's degree may be substituted for two years experience or (b) no degree with at least eight years experience directly related to the above description.

## Software Engineers

Description: Manages and/or performs the validation and certification of reusable software components and other software development artifacts for entry into the DoD Software Reuse Repository. Manages the implementation of and designs software tools and subsystems to support software reuse and domain analysis. Manages software development and support using formal specifications, data flow diagrams or other commonly accepted design techniques, and computer aided software engineering (CASE) tools. Estimates software development cost and schedule, overseeing software configuration management, interpreting software requirements and design specifications,

managing/performing independent verification and validation, managing/performing data integrity assurance, managing integration and software test activities.

Must have experience managing or performing software engineering activities. Work may require expertise in the following areas:

1. 3GL and 4GL programming languages (e.g., Ada, C, C++, COBOL, SAS, ADS-On-Line, etc.)
2. 4GL, object-oriented, client-server development tools (Visual Basic, etc.)
3. Database technology (e.g., SQL, ODBMS, RDBMS (e.g., INFORMIX, MS ACCESS, FOCUS, ODBC))
4. Network Operating System environments (Windows NT, UNIX, etc.)
5. Electronic publishing tools, techniques, and environments (Folio Views, MS WOSA, etc.)
6. Internet Web Technology, such as design and implementation of Web pages and servers.

#### Qualifications:

Category 27, Software Engineer – Senior: Must possess an advanced degree in Computer Science or a software related discipline, and at least eight years experience in the software engineering field. Alternate qualifications include (a) a Ph.D. may be substituted for two years experience, or (b) or a bachelors degree, in a related field, and at least 10 years experience.

Category 28, Software Engineer – Middle: Must possess a bachelor's degree in Computer Science or a software related discipline, and at least five years experience in the software engineering field. Alternate qualifications include (a) a master's degree maybe substituted for one year of related experience, or (b)an associate degree with at least eight years of related experience.

Category 29, Software Engineer – Junior: Must possess a bachelor's degree in Computer Science or a software related discipline, and at least 0-5 years experience in the software engineering field. Alternate qualifications include (a) an associate degree and at least 3 years experience, or (b) no degree is required with at least 5 years experience.

#### System Programmers

Description: Develops and/or maintains operating systems, communications software, database packages, compilers, assemblers, and utility programs. Modifies existing and creates special purpose software and ensures systems efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow

charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including project plans, software program and user documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to less experienced programmers. Experience in ADP system analysis and programming and utilizing major concepts of application programming on large-scale database management systems. Knowledge of state-of-the-art computer equipment and high level computer languages. Experience in applications development under MIL-STD-498 and a software engineering environment (SEE) that integrates at least two of Ada, CASE tools, relational/object-oriented DBMS, repository/data dictionary, optical-imaging/large-scale mass storage technology, and client/server networks is desired.

**Qualifications:**

Category 30, System Programmer – Senior: An advanced graduate degree in Computer Science or related study and at least eight years experience in system analysis and programming. Requires project planning, technical writing, and verbal/presentation skills. Alternate qualifications include (a) a Ph.D. may be substituted for two years experience, or (b) or a bachelors degree, in a related field, and at least 10 years experience.

Category 31, System Programmer – Middle: A bachelor's degree in a field applicable to this position, i.e., Computer Science, Information Systems, Engineering, and at least 5 years experience in system analysis and programming. Alternate qualifications include (a) a master's degree maybe substituted for one year of related experience, or ( an associate degree with at least eight years of related experience..

Category 32, System Programmer – Junior: A bachelor's degree in a field applicable to this position, i.e., Computer Science, Information Systems, Engineering, and at least 0-5 years experience in system analysis and programming. Alternate qualifications include (a) an associate degree and at least 3 years experience, or (b) no degree is required with at least 5 years experience.

**General Scientific Professionals**

Description: This category includes professional scientific occupations not otherwise covered. These persons perform analytical work in support of systems engineering or planning activities. Such occupations include: Operations Research Analyst, Mathematician, Physicist, Statistician. Typical duties will involve assignments similar to those of the System Engineer but where a scientific expert is needed.

**Qualifications:**

Category 33, General Scientific Professional – Senior: Must possess an advanced degree in such disciplines as Electrical or Electronic Engineering; Computer Science, Information Systems, Physics, Statistics, Mathematics or a field otherwise related to the area of expertise to be supported. The candidate must also have at least eight years experience in the specific discipline in which the advanced degree has been obtained.

Alternate qualifications include (a) a Ph.D. may be substituted for two years experience, or (b) or a bachelors degree, in a related field, and at least 10 years experience.

Category 34, General Scientific Professional – Middle: Must possess a bachelor's degree in such disciplines as Electrical or Electronic Engineering, Computer Science, Information Systems, Physics, Statistics, Mathematics or fields otherwise related to the area of expertise to be supported. The candidate must also have at least 5 years experience in the specific discipline in which the degree has been obtained. Alternate qualifications include (a) a master's degree may be substituted for one year of related experience, or an associate degree with at least eight years of related experience.

Category 35, General Scientific Professional – Junior: Must possess a bachelor's degree in such disciplines as Electrical or Electronic Engineering, Computer Science, Information Systems, Physics, Statistics, Mathematics or fields otherwise related to the area of expertise to be supported. The candidate must also have at least 1-5 years of experience in the specific discipline in which the degree has been obtained. Alternate qualifications include (a) a master's degree may be substituted for one year of related experience or (b) an associate's degree in the above fields with at least eight years experience.

#### General Management Professionals

Description: This category includes professional occupations which perform management work such as: Data Management, Business Management/Program Control, Cost Variance Analysis, General Management, Procurement Strategy and Analysis. Typical duties include analysis, planning, establishment of requirements, development of procedures and other related management and technical duties. Requires expertise in specialty areas. Experience in or related to military medicine or general health care is desirable.

#### Qualifications:

Category 36, General Management Professional – Senior: Must possess an advanced degree plus at least eight years experience in the area being supported. That the advanced degree is directly related to the support areas identified above is desirable. Alternate qualifications include (a) a Ph.D. may be substituted for two years experience, or (b) or a bachelors degree, in a related field, and at least 10 years experience.

Category 37, General Management Professional – Middle: Must possess a bachelor's degree plus at least 5 years experience in the area being supported. That the degree is directly related to the support areas identified above is desirable. Alternate qualifications include (a) a master's degree maybe substituted for one year of related experience, or (b). an associate degree with at least eight years of related experience.

Category 38, General Management Professional – Junior: Must possess a bachelor's degree plus at least 1-5 years experience in the area being supported. That the degree is directly related to the support areas identified above is desirable. Alternate qualifications

include (a) a master's degree may be substituted for one year of related experience, or (b) an associate degree with at least 5 years experience.

## Technician

Description: Performs entry to mid-level professional technical engineering tasks under the supervision of a Senior Engineer.

### Qualifications:

Category 39, Technician: Must have an Associate's Degree (2 year) with a major or academic emphasis in electrical engineering, mathematics computer science, or physical sciences with a minimum of two (2) years experience in their professional field. Alternate qualification: High School Diploma or GED with three (3) years of specific experience.

## Administrative Assistants

tc "7.2.15 Administrative Assistants " \l 3

Description: This professional level includes clerical personnel, administrative services personnel, illustrator/graphics personnel, technical editors, accountants, bookkeepers, librarians, technical writers and technical publications personnel who have a minimum of two (2) years experience in their field.

### Qualifications:

Category 40, Administrative Support – High Skill: Must have an associate degree (or its equivalent as evidenced by two years of applicable college courses) or higher. Must have at least two years experience in administrative typing, technical typing, and using word processing equipment. Experience with computer graphics or computer terminals can be used as substitute for experience with word processing equipment. Alternate qualification: a High School Diploma (or GED) and four years of applicable experience.

Category 41, Administrative Support – Medium Skill: Must have a high school diploma (or GED). Must have at least two years experience in filing techniques, administrative typing, and using word processing equipment. Experience with computer graphics or computer terminals can be used as substitute for experience with word processing equipment. Alternate qualification: an associate's degree (or its equivalent as evidenced by two years of applicable college courses) and at least one year of experience.

Category 42, Administrative Support – Low Skill: Must have a high school diploma (or GED). Must have a thorough knowledge of English grammar, syntax, spelling, punctuation, and abbreviation. Must have at least one year experience in filing techniques and administrative typing. Alternate qualification: an associate's degree (or its equivalent as evidenced by two years of applicable college courses).

## Database System Personnel

Description: Ensures efficient operation of a multicomputer site that supports database administration, database analysis, database report production, data dictionary

administration, and system development, by local and remote users. Computer sites may include mainframes (running software such as IDMS, SQL) as well as microcomputers. Coordinates system resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operation, to include data communications. Ensures site compliance with electronic and physical security procedures and standards.

**Qualifications:**

Category 43, Database Administrator: Must have a bachelor's degree in or related to information technology or computer science and a combination of additional technical experience/education directly related to the above description totaling seven years.

Alternate qualification: an advanced degree may be substituted for two years experience.

Category 44, Database System Operator – Senior: Must have a high school diploma (or the equivalent), and a combination of additional technical experience/education directly related to the above description totaling at least six years. Alternate qualifications (a) an associate's degree (or its equivalent as evidenced by two years of applicable college courses) and at least three years of experience or (b) a bachelor's degree and at least two years experience.

Category 45, Database System Operator – Junior: Must have a high school diploma (or the equivalent), and a combination of additional technical experience/education directly related to the above description totaling at least two (2) years.

**Security Professional/Facility Security Officer**

**Description:** Analyzes, defines and establishes security policy and procedures to meet National Industrial Security Program (NISP) requirements for facilities occupied by multiple prime contractors and their team members. Gathers and organizes technical information about facility missions and functions; designs standard practice procedures to satisfy the requirements of the NISP, the Cognizant Security Agency (CSA) and the Government Contracting Activity (GCA). Oversees all aspects of security within the facility. Experience in the following disciplines is necessary: Facility Security Officer functions, SCIF Management, Information Systems Security, SAP Security, Information Security, Physical Security, Personnel Security, Security Training, and Security Surveys.

**Qualifications:**

Category 46, Security Professional/Facility Security Officer: Must possess an Associates Degree in a relevant major such as Computer Sciences, Law Enforcement, or Business Administration, be certified as a Facility Security Officer (FSO) by the Defense Investigative Service (DIS), have completed technical training in at least two or of the security disciplines listed in the description above from either the DoD Security Institute or other recognized and accredited institutions and have at least six years of directly related security experience in a large work force environment. Alternate qualifications: either (a) a bachelor's degree may be substituted for two years of experience or (b) two years experience may be substituted for the associate's degree.

## Operations Support

Category 47, Operations Support Assistant: Performs a variety of support services such as operation of reproduction equipment to produce large volumes of documents, courier service and mail service, etc. Must have a high school diploma (or GED equivalent). Must have at least one year of directly related experience.

Category 48, Operations Support Coordinator: Coordinates and directs a variety of support services such as use of reproduction equipment, scheduling maintenance for equipment, scheduling courier runs, ensuring approved security practices are applied relative to document control and scheduling and ensuring efficient operation of conference facilities. Must have a high school diploma (or GED equivalent). Must have at least three years of directly related experience.

## Business Process Engineers

tc "7.2.19 Business Process Engineers " \l 3

Description: Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams, and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training and provides additional forms of knowledge transfer. Coordinates between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Includes activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Experience in or related to military medicine or general health care is desirable.

Specialized experience may include: facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business process improvement, business management techniques, organizational development, activity and data modeling, or information system development methods.

## Qualifications:

Category 49, Business Process Engineer - Principal: Master's degree in computer science, information systems, engineering, business, education, management sciences, human resources or other related discipline and at least eight years experience of which at least six must be specialized. Alternate qualifications include (a) with a PhD six years of general experience of which at least four must be specialized, or (b) with a bachelor's degree 10 years of general experience of which at least eight must be specialized.

Category 50, Business Process Engineer - Senior: Bachelor's degree in computer science, information systems, engineering, business, education, management sciences, human resources or other related discipline and at least six years experience of which at least four must be specialized. Alternate qualifications include (a) with an advanced degree four years of general experience of which at least three must be specialized, or (b)



with no degree must have at least 10 years of general experience of which at least six must be specialized.

Category 51, Business Process Engineer - Middle: Bachelor's degree in computer science, information systems, engineering, business, education, management sciences, human resources or other related discipline and at least five years experience of which at least three must be specialized. Alternate qualifications include (a) with an advanced degree three years of general experience of which at least two must be specialized, (b) with an associate degree at least six years experience of which at least four years must be specialized, or (c) with no degree must have at least eight years of general experience of which at least 6 must be specialized.

#### Business Process Support

Category 52, Cost analyst: Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functionality, security and other integration issues are addressed. Qualifications: bachelor's degree in computer science, information systems, engineering, business, accounting or other related discipline with at least five years general experience of which at least three years must be specialized. Specialized experience includes demonstrated experience in providing technical and financial justifications and cost/benefit analyses. Alternate qualifications include (a) an advanced degree with at least four years experience of which at least two years are specialized, or (b) an associate degree with at least eight years general experience of which at least six years are specialized.

Category 53, Electronic Meeting Technographer: Supports meeting facilitator or data modeler in preparing and conducting meetings and in meeting follow-up activities. Manipulates on-line electronic meeting software for business reengineering or process improvement sessions. Catalogs, maintains and distributes customer session data files. Specialized experience includes: cross-functional computer skills, knowledge of LAN servers, data modeling, facilitating, or previous technographer positions. Qualifications: Bachelor's degree in computer science, information systems, engineering, business, education, management sciences, English, communications, human resources or other related discipline and at least three years experience of which at least one must be specialized. Alternate qualifications include (a) an associate degree with five years experience of which at least two must be specialized, or (b) with no degree must have at least seven years of general experience of which at least four must be specialized.

#### Training Specialists

Description: Conducts research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops instructor materials such as course outline, background material, and training aids. Develops student material such as course manuals, workbooks, handouts, completion certificates and course critique forms. Trains

personnel by conducting formal classroom courses, workshops, seminars and/or computer-based or aided training. Coordinates for additional subject matter experts to participate in training as needed.

**Qualifications:**

Category 54, Training Specialist - Senior: Bachelor's degree in any field with at least seven years general experience of which at least five must be training-related. Alternate qualifications include (a) with an advanced degree six years of experience of which at least four must be training-related, or (b) no degree is required with 10 years general experience of which at least eight is training-related.

Category 55, Training Specialist - Junior: Bachelor's degree in any field with at least four years general experience of which at least two must be training-related. Alternate qualifications include (a) with an advanced degree two years of experience of which at least one must be training-related, or (b) no degree is required with eight years general experience of which at least six is training-related.

**Help Desk Support**

Description: Provide phone and in-person support to users in the areas of electronic mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. (Help desk personnel may be trained after award on new applications developed or deployed under this contract.) Experience in Amdahl mainframe applications is desirable.

**Qualifications:**

Category 56, Help Desk Manager: Bachelor's degree in computer science, information systems, engineering, business or other related discipline with at least seven years general experience of which at least five must be specialized. Specialized experience includes: management of help desks in a multi-server environment, management of help desks in a mainframe environment, comprehensive knowledge of PC operating systems, knowledge of networking and electronic mail. Alternate qualifications include (a) with an advanced degree six years of experience of which at least four must be specialized, or (b) no degree is required with ten years general experience of which at least eight is specialized.

Category 57, Help Desk Specialist: Associates degree in computer science, information systems, engineering, business or other related discipline with at least five years general experience of which at least three must be specialized. Specialized experience includes: work on a help desk, knowledge of PC operating systems, knowledge of mainframe operating systems, knowledge of networking and electronic mail. Alternate qualifications include (a) with a bachelor's degree three years of general experience of which at least two must be specialized, or (b) with no degree must have at least seven years of general experience of which at least five must be specialized.

**Installation Support**

Category 58, Installation Technician, Senior: Organizes and directs hardware and network installations. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation technical design packages. Develops hardware installation schedules. Mobilizes installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support. Qualifications: High school diploma with eight years experience of which at least six must specialized. Specialized experience includes: supervision of installation technicians, analysis, design and installation of computer based systems, analysis, design and installation of local and wide area nets, and analysis and installation of communications systems. Alternate qualifications include (a) an associate's degree with seven years experience of which at least five years is specialized, or (b) a bachelor's degree with five years experience of which at least three years is specialized.

Category 59, Installation Technician - Junior: Conducts site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Prepares engineering plans and site installation technical design packages. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Installs and configures computers, communications devices and peripheral equipment. Installs network hardware. Qualifications: High school diploma with five years experience of which at least three must specialized. Specialized experience includes: analysis, design and installation of computer based systems, analysis, design and installation of local area nets (LANs), specialized interconnect cable design and fabrication, and analysis and installation of communications systems. Alternate qualifications include (a) an associate's degree with four years experience of which at least two years is specialized, or (b) a bachelor's degree with three years experience of which at least one year is specialized

## System Operations

Category 60, System Administrator: Supervises and manages the daily activities of configuration and operation of business systems which may be mini or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Qualifications: Bachelor's degree in computer science, information systems, engineering, business or other related discipline with at least four years experience of which at least three must be specialized experience in administrating UNIX or open-systems compliant systems or AMDAHL/IBM mainframe systems. Alternate qualifications include (a) advanced degree with three years of experience of which at least two must be specialized, or (b) no degree is required with at least eight years of experience of which at least six years is specialized.

Category 61, System Operator: Monitors and supports computer processing. Coordinates, input, output and file media. Distributes output and controls computer operation. Qualifications: Associate's degree in computer science, information systems, engineering, business or other related discipline with at least three years experience of which at least two must be specialized experience in operating UNIX or open-systems compliant computer systems or a multi-server local area network or two years experience in operating AMDAHL/IBM mainframe hardware to include scheduling, job processing, and production operations. Alternate qualifications include (a) bachelor's degree with two years of experience of which at least one must be specialized, or (b) no degree is required with at least seven years of experience of which at least five years is specialized.

### Network Manager

Description: Evaluates network and communications hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks, Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. coordinates with all responsible users and sites. Supervises staff.

#### Qualifications:

Category 62, Network Manager: A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business or other related discipline. This position requires minimum seven years experience of which five years must be specialized. Specialized experience includes protocol analysis, knowledge of OSI protocols. Experience with ATM, frame relay, other knowledge with bridges, routers, gateways, FDDI, and UNIX, NOVELL, mainframe (IBM compatible) or Windows operating systems. Specialized experience also includes: supervising the operation and maintenance of communications network systems which may be mainframe, mini or client/server based. General experience includes all aspects of communications networks planning, installation and support. Alternate qualifications include (a) with a Master's degree in one of the above fields five years general experience of which at least three years is specialized, or (b) no degree is required with at least eleven years general experience of which at least nine years is specialized.

### Network Technician

Description: Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes and throughput) and recommends procurement, removals and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Evaluates network and communications hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, and performs general LAN/MAN/WAN administration.

#### Qualifications:

Category 63, Network Technician: A Bachelor's Degree in Computer Science, Information Systems, Engineering, Business or other related discipline. This position requires a minimum of four years experience, of which at least three must be specialized experience in one or more of the following areas: communications software, communications hardware, or network design, installation and support. Alternate qualifications include (a) with a Master's degree in one of the above fields three years general experience of which at least two years is specialized, or (b) no degree is required with at least eight years general experience of which at least five years is specialized

#### Repair Support

Description: Responds to user help calls referred by the Help Desk. Diagnoses end-user equipment problems. Installs and relocates end-user devices. Repairs and services end-user equipment. Performs board-level maintenance and swap out of component parts for ADPE, including PCs, printers, plotters, etc. Performs tests to locate problems using diagnostic software and electronic test equipment. Repairs/replaces broken or non-functional parts that prevent proper operation of mechanical devices. Tests ADPE to validate functionality. Installs/relocates hardware and software at a designated location and assists users with initial operating instructions. Adds or exchanges externally connected PC accessories and data communications equipment. Troubleshoots LAN's/WAN's and provides problem resolution for PC and data communications hardware. Adds or replaces boards, batteries, disks drives, and other PC components. Installs cabling for LANs, WAN's, etc. Attaches, detaches, or exchanges LAN cabling to workstations, servers, network devices, telecommunications and data communications equipment. Works independently.

#### Qualifications:

Category 64, Repair Technician - Senior: Associate's degree or equivalent military/industry technical training in electronic equipment repair or a related field. At least five years experience in the area of troubleshooting and maintenance of ADP equipment (e.g., servers, personal computers, laptops, minicomputers, printers, monitors, modems, etc.). Alternate qualification: High school diploma or GED and at least eight years experience in troubleshooting and maintenance of ADP equipment.

Category 65, Repair Technician - Junior: High school diploma and at least three years experience in the area of troubleshooting and maintenance of ADP equipment (e.g., servers, personal computers, laptops, minicomputers, printers, monitors, modems, etc.). Alternate qualification: associate's degree or equivalent military/industry technical training in electronic equipment repair or a related field and at least one year of experience.

#### Quality Assurance

Category 66, Quality Assurance Manager

Description: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to staff.

Qualifications: Bachelor's degree in computer science, information systems, engineering, business or other related discipline. Minimum of eight years experience, of which at least five years must be specialized. Specialized experience includes: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Alternate qualifications include (a) with an advanced degree at least six years of experience of which at least four years must be specialized, or (b) with an associate degree required at least 10 years of experience of which at least eight years are specialized.

#### Category 67, Quality Assurance Analyst

Description: Provides technical and administrative direction for personnel performing software development tasks, including review of work products for correctness, adherence to the design concept, user standards and business rules, review of program documentation to assure government standards and requirements are adhered to, and for progress in accordance with schedules. Coordinates with Project Manager and/or quality assurance manager to insure problems are resolved to user's satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on system concepts.

Qualifications: Bachelor's degree in computer science, information systems, engineering, business or other related discipline. Minimum of six years experience, of which at least three years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages such as Ada or a 4GL or use of DBMS. Alternate qualifications include (a) with an advanced degree at least four years of general experience of which at least two are specialized, or (b) with an associate degree at least eight years of general experience of which at least six years are specialized.